Back

FAQS

Search for a question...

ANNOUNCEMENT

All classes are included in the price of your membership. You can find the timetable for your gym by visiting our website. Simply select your gym location from the “View Gyms” page and then look for the “Download Timetable” button. No need to log in.

CLASSES

View the class timetable

Most of our gyms offer a variety of classes and these are all included in your membership! You can view the class times for your 'home' gym on your JD Gyms app. Just look for the calendar icon at the bottom. The timetables for each location can also be found on our website. If you are a JD Gyms PLUS+ member and are looking for the timetable of other gyms, you'll need to view these on our website. Please head to the 'view gyms' page here and select your gym location. Scroll down the page until you see a button which reads "download timetable".

Classes

All classes are included in the price of your membership! You do not need to book to attend our classes, just turn up! Please arrive in good time and head into the studio 5-10 mins before the class starts.

GYM FACILITIES

Wet facilities

JD Gyms do not offer pools or any wet facilities other than our showers. We do however have saunas at many of our locations, which are included in the price of your membership. You will find a list of facilities for each location on our website. If you'd like to check if your

We pride ourselves on providing a wide range of equipment which caters for a huge variety of different exercise styles. We have large cardio sections, functional training zones, resistance machines, cable stations, plate-loaded equipment, lifting platforms and racks, huge free weights areas with dumbbells up to 50kg, and much more... The best way to find out what equipment your nearest gym has is to pop in for a tour.

FIND YOUR GYM

Personal Trainers

All of our gyms have a number of qualified Personal Trainers, each with their own expertise and methods. If you're thinking of having some PT sessions, please take a look at the PT board, which you will find on the wall inside the gym. Here you will be able to see PT profiles and contact details. If you need any advice, please speak to a Manager at your gym. Pricing will vary from one PT to the next, but as an estimate, sessions start at around £25 per hour.

JD GYMS PLUS+

Parking

The parking provision varies from one gym to the next, but we offer free parking wherever possible. Please check the location specific page on our website for your gym for more details. If in doubt, give us a call!

Ladies only facilities

A number of our gyms do have separate ladies only sections, which are fully equipped for a great workout! You will find a list of facilities for each location on our website. If you'd like to check if your nearest gym has a ladies only section, please head to the 'view gyms' page here and select your gym location.

Disabled access and facilities

All of our gyms are accessible and there are accessible toilet and changing facilities, usually on the ground floor. Where the toilet and changing facilties are upstairs, there will be a lift. If you are wondering if our equipment will be suitable for you, we'd encourage you to pop in for a tour of the gym.

Changing rooms

All of our gyms have spacious changing rooms, equipped with toilets, showers, lockers, weighing scales and hairdryers. All showers are within their own private cubicle. All lockers are free to use and are secured with your own padlock. If you do not have a padlock we sell them in our vending machines. All hairdryers are free to use and there are also plug sockets should you wish to use your own hair gadgets. Most of our gyms also have saunas inside the changing rooms, which are included in the price of your membership. You will find a list of facilities for each location on our website. If you'd like to check if your nearest gym has a sauna, please head to the 'view gyms' page here and select your gym location.

LOOKING TO JOIN?

Peak and off-peak times

No UK bank account

Sorry, we collect monthly membership payments via Direct Debit, so without a UK bank account we cannot set up a membership for you.

Minimum age limit

You need to be 16+ to join our gyms.

Membership term

We offer non-contract membership options at all of our gyms. A select few locations do have the option of a 12-month contract membership. Where this is the case, there will also be a non-contract option available.

How to join

Signing up with us is really easy and can all be done online. First of all, select your home gym location from the list here, choose your membership option and then click the 'join now' button. Follow the steps on screen to set up your membership. The first month is paid up front on card and then you will set up a Direct Debit for future monthly payments. You are always paying for the month ahead. Once you have completed the sign up process you will receive two emails from us, one is a welcome email from us and the other will confirm your Direct Debit. The welcome email contains all the info you need for your first visit. Please read and save both of these emails for future reference. You can use the gym immediately after you have joined us online.

How much are our memberships?

The monthly price depends on location, so please head to our website to check the latest price for your nearest gym.

Having a tour of a gym

You're welcome to pop in to our gyms any time without an appointment for a look around. If you'd rather let us know you are coming then give your gym a call or send them an email and they will book you in. When you arrive please press the little green button near the gates to let our team know you are waiting.

Cash payments

We don't accept any cash payments. All initial payments are made via debit or credit card and ongoing monthly payments are made via Direct Debit.

MANAGING YOUR MEMBERSHIP

Using more than one gym

FIND YOUR GYM
JD GYMS PLUS+

or upgrade a standard membership later. To upgrade, please click here. To downgrade back to a single site membership please submit a ticket. With a JD Gyms PLUS+ membership you'll also get access to the Perx discount platform which offers savings on your favourite brands, including JD Sports! To login to your Perx account or to register as a new user, please click here.

FIND YOUR GYM

Updating bank details for your Direct Debit online

If you need to change your bank details for the Direct Debit on your current membership, you can do this yourself online. Simply click here and fill out the form. Please ensure that the information you enter matches your current, active JD Gyms membership. If you are unsure what your reference number is, it begins with a letter W and this is your Direct Debit reference which you'll find in your online banking or in the email you received when you first joined. Please note, this does not apply to any cancelled memberships. If you cancelled, you will need to rejoin on our website as usual.

JD GYMS PLUS+

Speak to us about your membership / payments

For any help relating to your membership or payments you can contact our Member Services Team by submitting a ticket online here. You will receive a reply via email as soon as possible.

Reinstating a Direct Debit online

If you need to reinstate a Direct Debit for your current membership you can do this yourself online. Simply click here and fill out the form. Please ensure that the information you enter matches your current, active JD Gyms membership. If you are unsure what your reference number is, this is your Direct Debit reference which you'll find in your online banking and it will start with the letter W. Please note, this does not apply to any cancelled memberships. If you cancelled, you will need to rejoin on our website as usual.

Missed or late payments

If you miss a monthly Direct Debit payment for any reason, you just need to pay the outstanding balance as soon as possible. If you pay the balance within 7 days then you will avoid any additional fees. If you do not pay the balance within 7 days, then the Direct Debit will automatically be resubmitted with the addition of a £15 admin fee. Subsequent monthly payments will then continue at your regular monthly amount and on the usual date. To make a missed payment for your membership, please use the online portal here.

Freezing your membership

We offer the option to freeze your membership free of charge for up to 3 months in any 6 month period. To request a membership freeze please complete the contact form available on our website here. Please note: we require 14 days' notice to process a freeze and once actioned you will receive a confirmation email. How it works: To freeze your membership we pause your Direct Debit payments for between 1-3 months. As such, the membership freeze will start and end on your regular monthly Direct Debit date.

immediate and could take around a week. If you require a quicker turnaround, you could consider cancelling and re-joining at your chosen location.

Cancellation

FIND YOUR GYM

We'll be sorry to see you leave, and we'll welcome any opportunity to have you stay with us. As an alternative to cancelling we offer the option to freeze your membership for up to 3 months. This is free and easy and means that when you return you won't pay a joining fee. Request a membership freeze here. Please note: we require 14 days' notice for freezes. Still want to cancel? Avoid unnecessary fees from third-party cancellation firms — request your cancellation directly via our web form, and we'll cancel your membership under our standard terms. Request to cancel your membership here. Please note: we require 30 days' notice for cancellations.

USING THE GYM

JD GYMS PLUS+

Using the equipment safely

If you need any help with the equipment, our team will be happy to show you how it works. Please speak to any of the team when you are at the gym, they're there to help!

Lost property

If you have left something at the gym please give us a call or pop back in and speak to a member of the team as soon as you can. Contact details for each location are on our website or on Google. Please head to the 'view gyms' page here and select your gym location.

Inductions

Inductions are not compulsory, so you are free to start using the gym immediately after joining if you feel happy to do so. If you would like an induction, please get in touch and we can arrange one with you. Contact details for each location are on our website or on Google. Please head to the 'view gyms' page here and select your gym location.

Gym opening hours

The opening hours depends on the location, however many of our gyms are open 24/7. You will find the opening hours for each location on our website or on Google. Please head to the 'view gyms' page here and select your gym location.

Getting into the gym

To get into the gym, all you need is the JD Gyms app on your smartphone. You do not get a PIN or membership card. You'll use the app to generate a QR code when you arrive and scan this at gates to get in. To get back out, do exactly the same thing. All of our gyms have free guest Wi-FI. No smartphone? ... Please speak to your gym manager and they can help.

JOIN NOW
CONTACT
VIEW CLASSES
UPGRADE TO JD GYMS PLUS+
WORK FOR US
BLOG
MODERN SLAVERY STATEMENT
PRIVACY POLICY
TERMS & CONDITIONS

FIND YOUR GYM

JD GYMS PLUS+